



# THE COMMONWEALTH OF MASSACHUSETTS

## AUTO DAMAGE APPRAISER LICENSING BOARD

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<http://www.mass.gov/doi>

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### **ADALB Complaint Procedures Adopted 12/19/07**

1. Complaint Received by Exec Secretary, forwarded to Board Members and placed on next Agenda.
2. Board reviews complaint to determine to proceed or dismiss. If proceed then forward to appraiser or insurer for response within 10 days.
3. Response forwarded to Board Members and placed on next agenda for discussion and a vote to proceed or dismiss. If proceed then notify parties to Informal Hearing for next meeting.
4. After informal hearing vote to proceed or dismiss. If proceed then notify parties of formal hearing and schedule within 60 days.
5. Pre-conference scheduled for 30 days prior to formal hearing to determine if parties have settled. If no then proceed to formal hearing.
6. At formal hearing both parties present evidence and testimony sworn under oath. Both parties have the right to cross examine witnesses.
7. After formal the Board determines if a violation has occurred and determines the appropriate sanction.